



The Humane Society of Kitchener Waterloo & Stratford Perth

Volunteer Position Description

Position: Volunteer Receptionist/Dispatcher

Reports to: Licencing & By-law Manager & Volunteer Coordinator

Position Summary:

This position is to assist our part time weekend receptionist/ dispatcher with front desk duties including answering phones, assisting customers that come in to the center and processing various transactions including cash/debit/credit card.

Principal Accountabilities:

Commitment; one 3 hour shift per week on Saturday or Sunday

Saturday 10 am to 1 pm

Saturday 1 pm to 4 pm

Sunday 1 pm to 4 pm

- Answering and transferring phone calls
- Dispatching calls to bylaw officers for stray or injured animals
- Processing transactions for licensing, donations, spay/neuter appointments, impound fees
- Entering information into database
- Responding to emails

Position Requirements:

- Polite, professional appearance and demeanor, interpersonal skills to work with the public while promoting a positive company image
- Must be able to work independently or as part of a team
- Handling money
- Confidentiality of sensitive information
- Reliable and punctual
- Attention to detail and organizational skills
- Problem solving skills
- Ability to communicate effectively with a wide range of individuals within our community
- Ability to multitask in a fast paced environment

**Effort:**

- Use of computer, printer, photocopier
- Use of telephone
- Use of dispatch radio

Values:

- Ability to work effectively with others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others
- Keeping commitments
- Keeping others informed of volunteer work progress, timetables and issues;
- Addressing problems and issues constructively to find mutually acceptable and practical business solutions

In addition to the duties listed above, the Centre expects the following of each volunteer:

- Adhere to KWHS volunteer policies and procedures; works in a safe manner; acts as a role model within and outside the Centre
- Performs duties as workload necessitates; maintains a positive and respectful attitude
- Communicates regularly with supervisor about department issues
- Consistently reports for volunteer role on time prepared to perform duties of the position

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the position; rather they are intended only to describe the general nature of the job.